

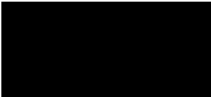


SCOTTISHPOWER

The Energy People

002094 002606 BILL553A 46100 273752011

MR A PORTER



46121 452



Block **M**

Date: 30/04/09

Package: WWW P Plus DF

Before you contact us

Please have your meter readings ready before telephoning our customer services centre.



Tel No: 0845 270 6543

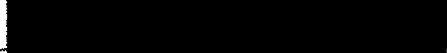
We may record calls for security and training purposes. We are open Monday to Friday 8am - 7pm, Saturday 9am - 1pm.



Web Site: www.scottishpower.co.uk

Email: www.scottishpower.co.uk/contactus

Your electricity supply number is:



Any additional supply numbers are shown overleaf



Moving Home? Call us on 0845 270 7008 up to 7 days before you move with your account number, meter reading and new address.

Dear MR PORTER,

Your gas and electricity statement - Estimate

Account Number:

For the period: 28/01/09 to 30/04/09

Balance on your account before this new statement	-£797.54
Your gas charges	£605.95
Your electricity charges	£214.92
Discounts	-£6.36
VAT	£40.73

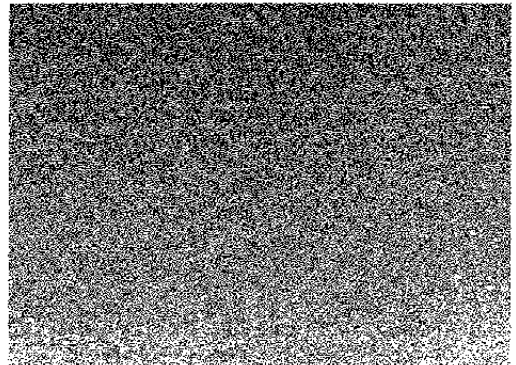
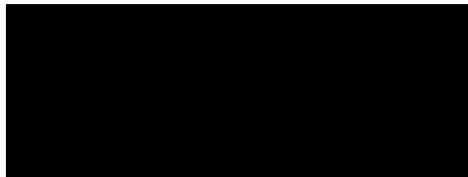
Your total charges are **£57.70**

Please see the reverse of this page for a full breakdown of your charges.

No further action is required.

Thank you for being a ScottishPower customer.

This is not a tax invoice.



Your bill has been estimated. This means the bill may not reflect the actual amount of energy you have used. To help us provide you with an accurate bill visit www.scottishpower.co.uk and input your meter reading(s) or call our dedicated self-serve meter reading line on 0800 027 8000. Please have your account number to hand.

ScottishPower Energy Retail Ltd. Registered Office: 1 Atlantic Quay Glasgow G2 8SP.
Registered in Scotland No 190287. VAT No GB 659 3720 08.

IMPORTANT!

Based on your consumption we have **reduced** your monthly payment to **£221.50** with effect from **20/05/09**.

Your gas and electricity assessment	
For the period: 01/05/09 to 29/04/10	
Estimated gas and electricity charges	£2,503.72
Discounts	-£26.47
Charges excluding VAT	£2,477.25
VAT	£123.86
Balance brought forward	£57.70
Estimated total charges	£2,658.81

IMPORTANT!!

Your payment review

To have your new instalment reviewed automatically, please provide meter readings at www.scottishpower.co.uk or by calling 0845 7 292 292 within 30 days.

If we don't receive actual meter reads from you, your Direct Debit payments will be automatically adjusted on 20/05/09.

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Details of your account:

A minus sign (-) shown means a credit amount.

Other important information

Balance on your account before this new statement		Total (£)
Balance on your previous statement		- £169.04
Payment	20/02/09	-£166.50
Payment	20/03/09	-£231.00
Payment	28/04/09	
		-£797.54

A. In case of emergency: electricity

If you have a power cut or you notice Central Networks equipment that has been damaged or causes concern, please call 0800 056 8090 or, write to Central Networks, Herald Way, Pegasus Business Park, Castle Donington, DE74 2TU. Lines open 24 hours.

B. In case of emergency: gas

Please call 0800 111 999 straightaway. Lines open 24 hours.

Contacting your Gas Transporter:

To identify your gas transporter and obtain contact details please call 0870 160 0229.

C. Customers with impaired hearing

If you have a minicom textphone please call 0800 027 4534. This number will not respond to ordinary telephones.

D. How to calculate your gas charge

Subtract the previous meter reading from the present meter reading (if you have an imperial meter, multiply the figure by 2.83). Now multiply the answer by the calorific value and the correction factor and then divide by 3.6 to give the number of kilowatt hours.

E. Customer Charters/Advice

For clear, practical consumer advice, call Consumer Direct on 0845 404 0506 or visit www.consumerdirect.gov.uk. ScottishPower Customer Charters are available for: Prepayment, Special Needs, Handling your Enquiry or Complaint, Paying your Bill. We maintain a register for customers with special needs. Contact us for more information.

F. Complaints

We are confident we will resolve your query satisfactorily. If after contacting us you still remain unhappy, please ask for our dedicated Customer Care Team. If we haven't been able to resolve your complaint within 8 weeks or you've received our Final Offer letter, you can take your complaint to the Energy Supply Ombudsman. They are an independent service specialising in resolving customer complaints in an impartial way. You can call them on 0845 055 0760 or email enquiries@energy-ombudsman.org.uk.

G. Energy Efficiency

View your consumption information at www.scottishpower.co.uk/myaccount. You can find tips and advice at www.scottishpower.co.uk or by calling our advice line on 0800 33 22 33.

How we calculated your statement

Your electricity charges

A = Actual read, E = Estimated, C = Customer read

Description	Start	End	Units	Price(kWh@p)	Total (£)
Period 28/01/09 to 30/04/09					
Domestic Economy7 :Night				333@5.434	£18.10
Meter: [redacted]	4254A	4587E	333		
Domestic Economy7 :Day				1636@11.186	£183.00
Meter: [redacted]	21545A	23181E	1636		
Standing charge				93Days@14.860	£13.82
Total electricity					£214.92

Your gas charges

A = Actual read, E = Estimated, C = Customer read

Description	Start	End	Units	Price(kWh@p)	Total (£)
Period 28/01/09 to 30/03/09 (Calorific value: 39.5 Volume correction: 1.022640)					
Domestic Standard				12848@3.530	£453.53
Meter: [redacted]	25214A	26359E	1145		
Standing charge				62Days@13.140	£8.15
Period 31/03/09 to 30/04/09 (Calorific value: 39.5 Volume correction: 1.022640)					
Domestic Standard				4286@3.271	£140.20
Meter: [redacted]	26359E	26741E	382		
Standing charge				31Days@13.140	£4.07
Total gas					£605.95

Your statement has been estimated. Please check that the estimated readings are close to the readings on your meter(s) as your account may be over or under billed. If they are inaccurate please go to www.scottishpower.co.uk/paperbill or call us on 0845 7 292 292 with up-to-date reading(s).

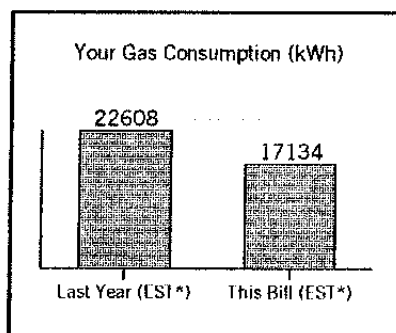
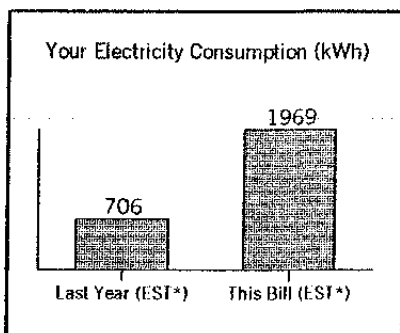
Discounts

Gas & electricity discount	-£2.54	
Internet discount	-£3.82	
Total Discounts		-£6.36

Your total charges

Total charges excl VAT	£814.51	
VAT at 5.00% on £814.51		£40.73
Your total charges are		£57.70

Your energy consumption - this bill period compared to the same period last year



Got a question about this comparison? You will find answers to frequently asked questions on www.scottishpower.co.uk/consumption

* EST means we have used one or more estimated readings to compare your consumption.

Meter point reference number

